



G-Cloud 15 Service Description

Infrastructure Migration Services



A Tegria Company

Table of Contents

1.	OUR SERVICES	2
1.1.	MIGRATION SERVICES	2
1.2.	TECHNICAL EXPERTISE	3
2.	WHY CLOUD21	5
3.	PRICING	5
4.	VENDOR PARTNERSHIPS	5

1. Our Services

Cloud21 delivers comprehensive infrastructure migration services for NHS and public sector organisations navigating digital transformation. Our specialist team brings deep healthcare sector expertise and proven methodologies to ensure smooth transitions across Active Directory domains, cloud platforms, Microsoft 365 environments, and virtualization platforms. We combine technical excellence with ITIL-aligned processes to minimize disruption and maximize value throughout your migration journey.

1.1. Migration Services

Cloud21's migration services encompass the full spectrum of infrastructure platform transitions, each delivered with healthcare-specific knowledge and independent technical leadership:

Active Directory Domain Migrations

Supporting organisations through restructuring, uplifts, mergers, and divisions with expertly developed processes based on proven technical solutions. We utilize industry-leading tools to deliver smooth ITIL-encompassed migrations tailored to scope and complexity.

- Full project management, verification, and delivery with regular checkpoint meetings
- Dedicated support desk service for IT departments throughout the migration
- Comprehensive planning covering infrastructure, network topology, and data validation
- ITIL-aligned change management and reporting

On-Premise Active Directory to Entra Migrations

Enabling smooth transitions to cloud or hybrid Active Directory models with comprehensive planning and proven technical solutions. We work closely with clients to fully understand complexities around infrastructure, network topology, cloud connectivity, resilience, licensing, support, and data validation.

- Expert guidance on cloud and hybrid architecture design
- Licensing strategy and compliance planning
- Resilience and business continuity assessment
- Ongoing technical support during transition

Microsoft 365 (Office 365) Migrations

Comprehensive support across the full Microsoft 365 suite, including migrations to new versions and new cloud tenancies:

- Exchange Online
- SharePoint Online
- Teams
- OneDrive
- Intune

Virtual Infrastructure Migrations

Cloud21 delivers expert virtual infrastructure migration services for both Hyper-V and VMware environments. Our team supports organisations through platform updates, version uplifts, and cross-platform transitions that minimize downtime and maintain business continuity.

Upgrade Migrations

We manage version uplifts and infrastructure upgrades for existing platforms:

- Hyper-V version uplifts to latest releases
- VMware version uplifts and platform updates
- Physical server upgrades hosting virtualization platforms

Cross-Platform Migrations

We deliver seamless transitions between competing virtualization platforms:

- Replacing VMware with Hyper-V
- Replacing Hyper-V with VMware
- Migrations to cloud-based virtual platforms (Azure, AWS, private cloud)
- Virtual machine optimization and consolidation
- Comprehensive testing and validation throughout migration

Exchange to Exchange Online Migrations

With over 25 years of pedigree in Microsoft Exchange migrations for health and care organisations, Cloud21 delivers proven expertise in both on-premises Exchange Server to Exchange Online and Exchange Online tenant-to-tenant migrations.

Our managed Exchange migration service includes:

- Organisational preparation for Microsoft migrations
- Reconciliation of source and target mailboxes (tenant-to-tenant)
- Bulk provisioning of new email accounts
- Migration of user, shared, and resource mailboxes
- Mailbox permissions migration
- Distribution lists migration
- Automated Microsoft Outlook mail profile update
- Pilot migrations and full cutover support
- Comprehensive migration reporting

All mailbox items are replicated to the destination including sub-folder structures, resulting in a 1:1 copy of the source mailbox including email folders, calendars, contacts, notes, and tasks. A staged approach minimizes disruption with pre-migration of email data followed by scheduled cutover.

The PRINCE2 methodology manages projects through their complete lifecycle with dedicated Cloud21 project managers providing regular communications and migration reports.

1.2. Technical Expertise

Our migration specialists bring comprehensive expertise across Microsoft platforms and healthcare-specific requirements:

Active Directory & Identity

- On-premise Active Directory domain architecture and migrations
- Microsoft Entra (Azure AD) and hybrid identity solutions
- Authentication services and identity management
- Domain consolidation, mergers, and restructuring

Microsoft 365 & Exchange

- Exchange Server (on-premise) to Exchange Online
- Exchange Online tenant-to-tenant migrations
- SharePoint Online, Teams, OneDrive migrations
- Microsoft 365 licensing and compliance

Virtual Infrastructure

- Hyper-V and VMware virtualization platforms
- Version uplifts and physical server infrastructure upgrades
- Cross-platform migrations (Hyper-V to VMware, VMware to Hyper-V)
- Virtual machine optimization and consolidation
- Cloud-based virtualization (Azure, AWS, private cloud)

Migration Tools & Methodologies

- Quest Software migration tools
- Custom Cloud21/BDS specialist scripts
- PRINCE2 project management methodology
- ITIL-aligned change management processes

Healthcare-Specific Knowledge

- NHS infrastructure and architecture requirements
- Data Security and Protection Toolkit (DSPT) compliance
- Health and Social Care Network (HSCN) connectivity
- Healthcare-specific governance, risk, and compliance

2. Why Cloud21

- **Independent and vendor-neutral** - advice focused solely on your requirements
- **Healthcare specialists** - extensive experience with NHS digital maturity frameworks and standards
- **Proven delivery** - supporting 200+ NHS trusts and public sector organisations
- **Quality assured** - ISO27001, ISO9001, ISO20000-1 and Cyber Essentials Plus accredited
- **Cost-effective** - identifying savings through contract optimization and licensing compliance

3. Pricing

We offer pricing that is engagement dependant, please do contact us to discuss but also please see our published rate card.

4. Vendor partnerships

